



## Test Site (AT) Guidelines

The Acceptance Test (AT) environment was established for the following purposes:

- Grants.gov for internal testing
- S2S testing and development by agencies and applicants
- User testing of forms and functionality prior to production releases

The primary use of AT is for the Grants.gov team to test changes to the Grants.gov system before deploying them into the production environment. Therefore, agencies and applicants are asked to follow these guidelines so that the AT environment is able to handle all of these activities without jeopardizing its primary function as the Grants.gov internal test system. In addition, following these guidelines will help ensure that agency and applicant users of AT will be able to use the system in the most equitable manner possible.

- Load testing is not permitted in the AT environment. The AT system is not built to handle the volume of applications that production does. Please keep your daily number of submissions to a “reasonable” limited number that are of average-sized applications.
- Peak usage times of AT tend to be from Monday through Friday from 10 a.m. to 3:30 p.m. Eastern Time. Delays in processing times and unexpected downtimes are more likely to occur during these times. Please plan your testing accordingly.
- Be advised that the production system is always the top priority for Grants.gov support. The Grants.gov team will handle problem reports in AT in a lower priority to those in production. To report a potential problem with AT web, please send an email to the Grants.gov Contact Center at [support@grants.gov](mailto:support@grants.gov) or call 1-800-518-4726 and include the following information to expedite the investigation and resolution of the issue:
  - Description of issue
  - Tracking numbers
  - Opportunity numbers
  - Time issue occurred or was noticed
  - Point of contact name, email, and phone number

- Any error messages or other information that might be helpful to the Grants.gov team in troubleshooting
- Grants.gov will try to publish information about new builds on AT several weeks in advance. However, please be aware that Grants.gov may need to deploy changes to the AT environment at any time, and this may result in unexpected downtimes or temporary outages of certain functionality.
- Please inform Grants.gov *two-weeks* in advance when you are planning to use the AT system heavily for any extended period of time or when you are under a tight deadline.
- As the use of AT grows, Grants.gov may find it necessary to restrict the use of AT and schedule the use of AT by agencies and applicants. However, to date, we have had a lot of cooperation regarding the use of the testing completed by both the applicant and agency community on AT. We wish for this type of cooperation to continue so that everyone can take advantage of this testing environment without Grants.gov placing restrictions on its use. Please be considerate of your fellow testers!